

I have had SBC-DSL for four years, until two or so months didn't have any problems and they have collected \$49.95 a month for all this time, plus \$150. to install DSL here September 2000. Now they say I'm out of distances and I have have no connection, but when I do get to connected it is slower than dial-up. Takes up to 45 minutes to download a site. SBC keeps sending repair people and saying they can't help me, (but did for four years prior to this.) Now they want to just want to cancel me and forget about it. But I think something should be done, they have stole from me for four years at \$49.95 a month, for DSL that they say I should never have had. Yet they keep billing me for the service, it is on my phone bill every month. Today they said it could be fixed but it will cost me more money, this I don't understand since I did have the service for 4 years and no problems, now I have all kinds of problems and they won't fix it. I think SBC-DSL has ripped me off. I'm considering going to an Lawyer with this, also letting the local television station know so they can tell others of this ripe off that SBC-DSL is doing. If I'm was out of distance now, then four years ago when they put DSL in for me I must of been out of distance and they owe me four years worth of service that I should not of had. I hope you can help me resolve this matter. Thank You.